

PTO/SB/04 (10-01)

Approved for use through 10/31/2002. OMB 0651-0032

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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**SUPPLEMENTAL
DECLARATION FOR UTILITY
OR DESIGN
PATENT APPLICATION
(37 CFR 1.63)**

Attorney Docket Number	P04763US0
First Named Inventor	PFIFFNER, KIMBERLY ANN
COMPLETE IF KNOWN	
Application Number	09 / 918,091
Filing Date	July 30, 2001
Art Unit	2152
Examiner Name	Frances Hicks

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PETITIONS OFFICE

As the below named inventor, I hereby declare that:

My residence, mailing address, and citizenship are as stated below next to my name.

I believe I am the original and first inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled:

METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE CUSTOMER CONTACT MANAGEMENT

(Title of the Invention)

the specification of which

is attached hereto

OR

was filed on (MM/DD/YYYY)

07/30/2001

as United States Application Number or PCT International

Application Number

09/918,091

and was amended on (MM/DD/YYYY)

(if applicable).

I hereby declare that the subject matter of the attached amendment amendment filed on was part of my or our invention and was invented before the filing date of the original application, above identified for such invention.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or of any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached? YES	Certified Copy Attached? NO
			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto:

[Page 1 of 2]

Burden Hour Statement: This form is estimated to take 21 minutes to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

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SUPPLEMENTAL DECLARATION -- UTILITY OR DESIGN PATENT APPLICATION

Direct all correspondence to: Customer Number or Bar Code Label **22885** OR Correspondence address below

Name

Address

Address

City

State

ZIP

Country

Telephone

Fax

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Name of Sole or First Inventor: A petition has been filed for this unsigned inventor

Given Name	Kimberly Ann	Family Name or Surname	Pfiffner
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Inventor's Signature

Date 6/14/02

Residence: City	Urbandale	State	Iowa	Country	USA	Citizenship	USA
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Mailing Address 4722 92nd Court

Mailing Address

City	Urbandale	State	Iowa	ZIP	50322	Country	USA
------	-----------	-------	------	-----	-------	---------	-----

Name of Second Inventor: A petition has been filed for this unsigned inventor

Given Name	Kelm	Family Name or Surname	Brueschke
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Inventor's Signature

Date

Residence: City	Clive	State	Iowa	Country	USA	Citizenship	USA
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Mailing Address 1692 NW 86th Street

Mailing Address Apt. #4

City	Clive	State	Iowa	ZIP	50325	Country	USA
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Additional inventors are being named on the 3 supplemental Additional Inventor(s) sheet(s) PTO/SB/02A attached hereto.

Please type a plus sign (+) inside this box →

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DECLARATION**ADDITIONAL INVENTOR(S)
Supplemental Sheet
Page 1 of 3**

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor			
Given Name (first and middle [if any])		Family Name or Surname			
STACEY ALLEN		FRETT			
Inventor's Signature	<i>Stacey Allen Frett</i>			Date 6/4/02	
Residence: City	Grimes	State	Iowa	Country	USA
Citizenship					USA
505 S.W. Maplewood Drive					
Mailing Address					
Mailing Address					
City		Grimes	State	Iowa	ZIP 50111 Country USA
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor			
Given Name (first and middle [if any])		Family Name or Surname			
ELIZABETH JUEL		HAMER			
Inventor's Signature	<i>Elizabeth Juel Hamer</i>			Date 6/4/02	
Residence: City	Colfax	State	Iowa	Country	USA
Citizenship					USA
9575 S. 52nd Avenue W.					
Mailing Address					
Mailing Address					
City		Colfax	State	Iowa	ZIP 50054 Country USA
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor			
Given Name (first and middle [if any])		Family Name or Surname			
ANDREW THOMAS		KREIDER			
Inventor's Signature	<i>Andrew Thomas Kreider</i>			Date 6/4/02	
Residence: City	Norwalk	State	Iowa	Country	USA
Citizenship					USA
5101 Clearwater Dr.					
Mailing Address					
Mailing Address					
City		Norwalk	State	Iowa	ZIP 50211 Country USA

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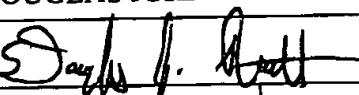
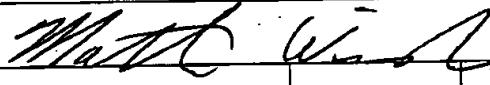
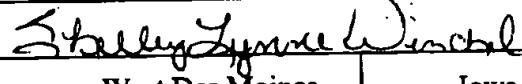
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DECLARATION**ADDITIONAL INVENTOR(S)**
Supplemental Sheet
Page 2 of 3

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor		
Given Name (first and middle [if any])		Family Name or Surname		
DOUGLAS JOHN		RANTS		
Inventor's Signature				Date 6-4-2002
Residence: City	Grimes	State	Iowa	Country USA
Mailing Address	113 NW Prairie Creek Drive			
Mailing Address				
City	Grimes	State	Iowa	Country USA
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor		
Given Name (first and middle [if any])		Family Name or Surname		
MATTHEW		WEINECKE		
Inventor's Signature				Date 6/5/02
Residence: City	West Des Moines	State	Iowa	Country USA
Mailing Address	3911 Woodland Avenue			
Mailing Address	Apt. 14			
City	West Des Moines	State	Iowa	Country USA
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor		
Given Name (first and middle [if any])		Family Name or Surname		
SHELLEY LYNNE		WINCHEL		
Inventor's Signature				Date 6/4/02
Residence: City	West Des Moines	State	Iowa	Country USA
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Mailing Address	Unit 38			
City	West Des Moines	State	Iowa	Country USA

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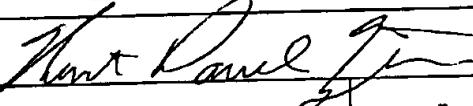
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ADDITIONAL INVENTOR(S)

Supplemental Sheet

Page 3 of 3**DECLARATION**

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any])		Family Name or Surname	
KURT DAVID		ZIMMERMANN	
Inventor's Signature	 Date <u>6/4/02</u>		
Residence: City	Des Moines	State	Iowa
Country	USA		
Citizenship	USA		
Mailing Address 4029 Fagan Drive			
Mailing Address			
City	Des Moines	State	Iowa
ZIP	50310		
Country	USA		
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any])		Family Name or Surname	
Inventor's Signature			
Residence: City		State	
Country			
Citizenship			
Mailing Address			
Mailing Address			
City		State	
ZIP			
Country			
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any])		Family Name or Surname	
Inventor's Signature			
Residence: City		State	
Country			
Citizenship			
Mailing Address			
Mailing Address			
City		State	
ZIP			
Country			

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